



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/029,366	12/19/2001	Susan Whitehead	924.0001.U1(US)	3574
29683 7590 06/05/2007 HARRINGTON & SMITH, PC 4 RESEARCH DRIVE SHELTON, CT 06484-6212			EXAMINER SHEIKH, ASFAND M	
			ART UNIT 3627	PAPER NUMBER
			MAIL DATE 06/05/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/029,366	WHITEHEAD, SUSAN	
	Examiner	Art Unit	
	Asfand M. Sheikh	3627	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 06 March 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 19-23 and 26-40 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 19-23 and 26-40 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Art Unit: 3627

DETAILED ACTION

The amendment filed on 06-Mar-06 has been entered. Claims 19-23 and 26-40 are pending for examination.

The examiner notes independent claims 19 and 26 have been amended. In light of these amendments and the new grounds of rejection this action has been made final.

Claim Rejections - 35 USC § 103

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

2. Claim 19-23, 26, 28-30, 32-35, 37-40, is rejected under 35 U.S.C. 103(a) as being unpatentable over Peters et al. United States Patent 5,884,284 (hereinafter Peters) in view of Strickland et al. United States Patent 5,956,024 (hereinafter Strickland) and McDyson et al. United States Patent 7,046,680 (hereinafter McDyson).

Art Unit: 3627

As per claim 26, Peters discloses a multi-service communication system comprising at least two different communication delivery systems selected from a group comprising a telephone service delivery system, an Internet service delivery system, and a television service delivery system (ABSTRACT and col. 30, lines 14-24) and a multi-service administration system comprising a billing system and a provision system and an enterprise application integration support system software coupling, wherein the billing system and provisioning system are adapted to provide billing and provisioning for the at least two different communication delivery systems through the same application integration support system software coupling (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 28, lines 62-67; col. 29, lines 1-19 col. 30, lines 8-13).

Peters fails to explicitly disclose a sales system and a capacity requestor for determining whether there is capacity to provision a service.

However Strickland discloses a sales system (col. 4, lines 66-67 and col. 5 lines 1-6).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters to include a sales system as taught by Strickland.

Art Unit: 3627

One of ordinary skill in the art would have been motivated to combine the teachings in order to provide full attention to the needs of customers in order to stay competitive in the telecommunication market and provide satisfaction of the customers needs (Strickland, col. 1, lines 41-53).

However Den Hartog discloses a capacity requestor for determining whether there is capacity to provision a service (abstract and col. 1, lines 47-52).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters to include a capacity requestor for determining whether there is capacity to provision a service as taught by Den Hartog. One of ordinary skill in the art would have been motivated to combine the teachings in order to provide a efficient method and system of monitoring the usage of traffic handling capacity in a telecommunication network (Den Hartog, col. 1, lines 47-52).

As per claim 28, Peters discloses two different communication delivery systems (ABSTRACT and col. 30, lines 14-24).

Art Unit: 3627

Peters fails to explicitly disclose wherein the sales system of the multi-service administration system is adapted to provide upgrading and/or cross-selling of services.

However Strickland discloses wherein the sales system of the multi-service administration system is adapted to provide upgrading (col. 4, lines 66-67 and col. 5 lines 1-6).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters to include wherein the sales system of the multi-service administration system is adapted to provide upgrading as taught by Strickland. The motivation to combine is the same as claim 26, above.

As per claim 29, Peters discloses wherein the billing system of the multi-service administration system is adapted to provide convergent billing with multiple products and services the at least two different communication delivery systems (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 28, lines 62-67; col. 29, lines 1-19 col. 30, lines 8-13).

As per claim 30, Peters discloses wherein the provisioning system of the multi-service administration system is adapted to provide multi-service provisioning of services in the at least

Art Unit: 3627

two different communication delivery systems (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 28, lines 62-67; col. 29, lines 1-19 col. 30, lines 8-13).

As per claim 32, Peters discloses two different communication delivery systems (ABSTRACT and col. 30, lines 14-24).

Peters fails to explicitly disclose wherein the sales system of the multi-service administration system is adapted to provide sales support.

However Strickland discloses wherein the sales system of the multi-service administration system is adapted to provide sales support (col. 4, lines 66-67; col. 5 lines 1-6; and col. 6, lines 1-9).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters to include wherein the sales system of the multi-service administration system is adapted to provide sales support as taught by Strickland. The motivation to combine is the same as claim 26, above.

As per claim 33, Peters discloses a provisioning system and discloses two different communication delivery systems (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 28,

Art Unit: 3627

lines 62-67; col. 29, lines 1-19 col. 30, lines 8-13; Examiner interprets that the provisioning system would include the availability of the service).

Peters fails to explicitly disclose wherein the multi-service administration system comprises integrating systems for real-time order entry.

However Strickland discloses multi-service administration system comprises integrating systems for real-time order entry (col. 4, lines 66-67; col. 5 lines 1-6; and col. 5, line 66; Examiner interprets the entire system to interact in real-time).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters to include multi-service administration system comprises integrating systems for real-time order entry as taught by Strickland. The motivation to combine is the same as claim 26, above.

As per claim 34, Peters discloses wherein the multi-service administration system comprises an integrated data sharing system (ABSTRACT; col. 1, lines 66-67; and col. 2, lines 1-12).

As per claim 35 and 38, Peters discloses wherein the data input into the multi-service administration system for a fist

Art Unit: 3627

one of the service delivery systems is used add common data in ~~AB~~ the administration system for the other ones of the service delivery systems (ABSTRACT; col. 1, lines 66-67; and col. 2, lines 1-12).

As per claim 37, Peters discloses a customer care module coupled to the provisioning system (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 9, lines 28-34), a plurality of back-office modules coupled to the customer care module, the back-office modules comprising a billing and accounts receivable modules and a workforce management module (col. 28, lines 15-56 and lines 62-67 and col. 19, lines 1-19), wherein the customer care and back-office modules are adapted to service the at least two different communications services (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 28, lines 62-67; col. 29, lines 1-19; and col. 30, lines 8-13).

As per claim 39, Peters discloses wherein the provisioning system comprises a telephone provisioning system, a television management system, and a capacity requestor (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12, col. 28, lines 57-59; and col. 30, lines 8-13).

Art Unit: 3627

As per claim 40, Peters discloses wherein the plurality of back-office modules comprise a product management module, and the invoice module, and a telephone mediation module (col. 10, lines 52-61; col. 28, lines 62-67; and col. 29, lines 1-19; Examiner interprets a full inventory of all types of converter equipment to include a telephone mediation module).

As per claim 19-23, The Examiner notes that the limitations of claims 19-23 are substantially similar to those of claims 26, 25, 27, 39, and 40, and thus are rejected under similar grounds.

3. Claim 27 is rejected under 35 U.S.C. 103(a) as being unpatentable over Peters et al. United States Patent 5,884,284 (hereinafter Peters) in view of Strickland et al. United States Patent 5,956,024 (hereinafter Strickland) and McDyson et al. United States Patent 7,046,680 (hereinafter McDyson) as applied to claim 26 above, and further in view of Leonard United States Patent 6,085,171.

As per claim 27, Peters discloses wherein the different communication delivery systems comprise the telephone service delivery system and the television delivery service system (ABSTRACT and col. 30, lines 14-24).

Art Unit: 3627

Peters fails to explicitly disclose the Internet delivery service system.

However Leonard discloses the Internet delivery service system (col. 4, lines 49-54).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters, Strickland, and Den Hartog to include the Internet delivery service system as taught by Leonard. One of ordinary skill in the art would have been motivated to combine the teachings in order to allow the customer access to a plurality of services offered by a service provided (Leonard, col. 3, lines 57-65).

4. Claim 31 is rejected under 35 U.S.C. 103(a) as being unpatentable over Peters et al. United States Patent 5,884,284 (hereinafter Peters) in view of Strickland et al. United States Patent 5,956,024 (hereinafter Strickland) and McDyson et al. United States Patent 7,046,680 (hereinafter McDyson) as applied to claim 30 above, and further in view of Leonard United States Patent 6,085,171 and Cauchon et al. United States Patent Application Publication 2002/0095378.

As per claim 31, Peters discloses a provisioning system and a telephone and television service delivery systems (ABSTRACT; col. 1, lines 66-67; col. 2, lines 1-12; col. 28, lines 62-67; col. 29, lines 1-19 col. 30, lines 8-13).

Peters, Strickland, Den Hartog both fail to explicitly disclose an Internet service delivery system and an automated automatic provisioning system.

However Leonard discloses the Internet delivery service system (col. 4, lines 49-54).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters, Strickland, Den Hartog to include the Internet delivery service system as taught by Leonard. One of ordinary skill in the art would have been motivated to combine the

Art Unit: 3627

teachings in order to allow the customer access to a plurality of services offered by a service provided (col. 3, lines 57-65).

Peters, Strickland, and Leonard all fail to explicitly disclose an automated automatic provisioning system.

However Cauchon discloses an automated automatic provisioning system (ABSTRACT).

Examiner notes that Cauchon teaches a similar system for automated automatic provisioning, and thus is considered analogous art.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters, Strickland, and Leonard to include an automated automatic provisioning system as taught by Cauchon. One of ordinary skill in the art would have been motivated to combine the teachings in to allow for an efficient, useful and moderate mechanism for delivering information to subscribers (Cauchon, 0012).

Art Unit: 3627

5. Claim 36 is rejected under 35 U.S.C. 103(a) as being unpatentable over Peters et al. United States Patent 5,884,284 (hereinafter Peters) in view of Strickland et al. United States Patent 5,956,024 (hereinafter Strickland) and McDyson et al. United States Patent 7,046,680 (hereinafter McDyson) as applied to claim 35 above, and further in view Baker et al. United States Patent 6,453,024 (hereinafter Baker).

As per claim 36, Peters, Strickland, Den Hartog both fail to explicitly disclose automatically configuring the system based upon a country location of a customer.

However Baker discloses automatically configuring based upon a country location of a customer (ABSTRACT).

Examiner notes that Baker teaches a configuring based on location, and thus is considered analogous art.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Peters, Strickland, Den Hartog to include automatically configuring based upon a country location of a customer as taught by Baker. One of ordinary skill in the art would have been motivated to combine the teachings in to allow for ability to configure the location with out interaction from a user (Baker, col. 2, lines 46-58).

Response to Arguments

6. Applicant's arguments with respect to claims 19-23 and 26-40 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

7. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Art Unit: 3627

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Asfand M. Sheikh whose telephone number is (571) 272-1466. The examiner can normally be reached on M-F 8a-4:30p.

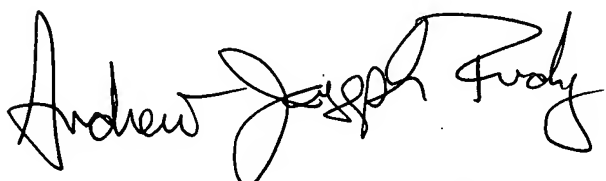
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ryan M. Zeender can be reached on (571) 272-6790. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 3627

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Asfand M Sheikh
Examiner
Art Unit 3627

ams
27-May-07


Primary Examiner, AU 3627